

4-26-05

AF/3623

PATENT
Attorney Docket No.: 9D-EC-19348

JFW

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE



Applicant: Ruppelt et al. : Group No.: 3623
Serial No.: 09/480,589 : Examiner: Van Doren, Beth
Filed: January 10, 2000 :
For: METHOD, SYSTEM AND :
PROGRAM PRODUCT FOR :
ON-LINE SERVICE CALL :
SCHEDULING :

**Mail Stop: AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450**

TRANSMITTAL

1. Transmitted herewith is:

- Amendment in Response to the Final Office Action dated February 25, 2005 (27 pgs.)
- Amendment Transmittal (3 pgs., *in duplicate*)
- Copy of Information Disclosure Statement filed October 3, 2002 with attached Proof of Receipt from the United States Patent and Trademark Office (5 pgs.)
- Return post card

STATUS

2. Applicant

claims small entity status.
is other than a small entity.

**CERTIFICATE OF MAILING BY EXPRESS MAIL TO
THE COMMISSIONER FOR PATENTS**

Express Mail No. EV 459191561 US

Date: April 25, 2005

I hereby certify that the documents listed above are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. §1.10 on the date indicated above in an envelope addressed to: Mail Stop: AF, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

Patrick W. Rasche, Reg. No. 37,916

EXTENSION OF TERM

3. The proceedings herein are for a patent application and the provisions of 37 C.F.R. 1.136 apply.

(complete (a) or (b), as applicable)

(a) Applicant petitions for an extension of time under 37 C.F.R. 1.136
(Fees: 37 C.F.R. 1.17(a)-(d) for the total number of months checked below:)

| Extension for response within: | Other than small entity Fee | Small entity Fee (if applicable) |
|-----------------------------------|--------------------------------|-------------------------------------|
| first month | \$ 120.00 | \$ 60.00 |
| second month | \$ 450.00 | \$ 225.00 |
| third month | \$ 1,020.00 | \$ 510.00 |
| fourth month | \$1,590.00 | \$ 795.00 |
| fifth month | \$2,160.00 | \$1,080.00 |

Fee: _____ \$ _____

If an additional extension of time is required, please consider this a petition therefor.

(Check and complete the next item, if applicable)

An extension of _____ months has already been secured. The fee paid therefor \$_____ is deducted from the total fee due for the total months of extension now requested.

Extension fee due with this request \$_____

OR

(b) Applicant believes that no extension of term is required. However, this conditional petition is being made to provide for the possibility that applicant has inadvertently overlooked the need for a petition for extension of time.

FEE FOR CLAIMS

4. The fee for claims (37 C.F.R. 1.16(b)-(d)) has been calculated as shown below:

| (Col. 1) | | (Col. 2) | | (Col. 3) | | SMALL ENTITY | | OTHER THAN SMALL ENTITY | |
|---|-------|---------------------------------------|--|------------------|--|----------------------------|----|----------------------------|--|
| CLAIMS REMAINING AFTER AMENDMENT | | HIGHEST NO. PREVIOUSLY PAID FOR | | PRESENT EXTRA | | ADDITIONAL RATE FEE | | ADDITIONAL RATE FEE | |
| TOTAL INDEP. | MINUS | | | = | | x \$25.00 = \$ | | x \$50.00 = \$ | |
| | MINUS | | | = | | x \$100.00 = \$ | | x \$200.00 = \$ | |
| — FIRST PRESENTATION OF MULTIPLE DEP. CLAIM | | | | | | + \$180.00 = \$ | | + \$360.00 = \$ | |
| | | | | | | TOTAL ADDITIONAL FEE \$ | OR | TOTAL ADDITIONAL FEE \$ | |

(a) No additional fee for Claims is required

OR

(b) Total additional fee for claims required \$ _____

FEE PAYMENT

5. Attached is a check in the sum of \$_____

Charge Deposit Account No. 01-2384 the sum of \$_____.
A duplicate of this transmittal is attached.

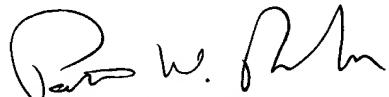
FEE DEFICIENCY

6. If any additional extension and/or fee is required, charge Deposit Account No. 01-2384.

AND/OR

If any additional fee for claims is required, charge Deposit Account No. 01-2384.

7. Other:



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AMENDMENT

Sir/Madam:

In response to the Office Action dated February 25, 2005, please amend the above identified application as follows.